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**TEST INFORMATION GUIDE**

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This test information guide provides a summary of concepts that are tested on the written (multiple-choice) examination for the **Laboratory Associate II** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

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**I. WRITTEN INSTRUCTIONS****(14 Questions)**

Employees in this job must follow directions exactly as instructed when conducting sample analysis. The ability to understand and follow directions is critical to ensuring reliable sample analysis results. The questions in this section of the exam test your ability to read, comprehend and follow instructions. The written instructions passages included in this test section refer to:

- Cleaning product labels;
- Solution preparation instructions;
- Insecticide labels.

**II. READING COMPREHENSION****(10 Questions)**

Employees in this job must be able to read and understand the agency policy manual, memoranda and reports. Employees must be able to draw conclusions, make inferences or deduce information from information presented in correspondence, reports, scientific articles, etc. This section of the exam tests your ability to read and comprehend technical and complex information. Passages in this test section include:

- Directives from an actual agency policy manual;
- Hypothetical manufacturer's safety data sheet (MSDS);
- Scientific information.

**III. MATH****(12 Questions)**

It is critical that employees in this job be skilled in making accurate mathematical computations. Employees use math extensively to conduct sample analysis in order to determine solute to solvent ratios, weigh samples, convert measurements, etc. The questions in this section of the exam test your ability to perform basic math computations necessary to conduct sample analysis. The following math skills are assessed on the exam:

- Addition;
- Subtraction;
- Multiplication;
- Fractions and decimals;
- Percentage computation;
- Metric conversion.

#### **IV. COMPUTER SKILLS**

**(10 Questions)**

Employees in this job must have a basic understanding of personal computers. Database software is used to store and retrieve laboratory data. Statistical applications are used to analyze laboratory data. Word processing, spreadsheet and electronic mail applications are also used by employees to conduct various laboratory tasks. The questions in this section of the exam test your knowledge of computer terminology, hardware, software and concepts needed to conduct these and other laboratory job tasks. Test question topics include:

- Components of the typical personal computer;
- Use of hardware components;
- Keyboard commands;
- File management;
- Computer errors;
- Dialog boxes;
- Computer safety and security.

#### **V. INTERPERSONAL SKILLS**

**(10 Questions)**

Employees in this job must be able to accept constructive criticism from supervisors to help them improve their job performance. Employees must also be able to establish positive and productive working relationships with their coworkers. The questions in this section of the exam test the applicant's ability to choose the appropriate response to interpersonal situations commonly encountered in the workplace. Test question topics include:

- Correcting mistakes made in job task performance;
- Introduction of new work procedures;
- Handling questions and requests from your supervisor;
- Punctuality;
- Workplace ethics;
- Dealing with people who are upset;
- Working with people you dislike.

#### **VI. CHEMISTRY**

**(12 Questions)**

Employees in this job must be knowledgeable of basic chemistry concepts and terminology in order to successfully perform job tasks related to laboratory sample preparation and experimentation. The questions included in this test section test your knowledge of basic chemistry concepts and terminology. Test question topics include:

- Laboratory weights and measures;
- Definitions of laboratory procedures;
- Classification of elements and compounds;
- Basic laboratory tests and procedures.

## **VII. RECORD & REPORT COMPLETION**

**(12 Questions)**

Employees in this job are responsible for documenting experiments conducted and sample analysis results. Employees must be able to complete pre-printed reports and write narrative reports regarding daily work performed and results of that work. The questions in this section of the exam test your ability to accurately complete reports and records. Test question topics include:

- Use and purpose of reports and records;
- Standard report completion practices;
- Timeliness of report and record completion;
- Errors in reports and records;
- Report structure and format;
- Characteristics of effective reports and records.